

## Montgomery Medical Practice Receptionist/Administrator Job Description

<b>JOB TITLE:</b>	RECEPTIONIST/ADMINISTRATOR
<b>RESPONSIBLE TO:</b>	Alison Barnes
<b>LOCATION:</b>	Montgomery or Ladywell Branch Surgery, Newtown
<b>JOB PURPOSE:</b>	To provide an efficient and timely support service to all staff at the practice.

<b>MAIN DUTIES AND RESPONSIBILITIES</b>	
1.	Provide high quality administrative support to the practice team.
2.	Receive and accurately record requests for home visits, assessing urgency in accordance with the practice protocol. Print off the home visit summary sheets.
3.	Type letters and other documents as required.
4.	Process incoming and outgoing mail (including sorting and routing) Ensure correspondence, reports, results etc. are filed electronically in correct patient record.
5.	Ensure telephone calls and enquiries are dealt with in a courteous and timely manner and take messages as appropriate.
6.	Action tasks as required.
7.	Liaise with patients, members of the public, hospital, and community departments as well as practice staff.
8.	Complete filing, send e-mails and undertake photocopying and scanning of letters.
9.	Book in, amend and cancel patient appointments in line with the practice policies ensuring optimum efficiency of the appointment system.
10.	Register new and temporary patients and update records as required.
11.	Read code medical records following practice protocol.
12.	Greet and direct patients and visitors accordingly.
13.	Respond to the needs of clinicians during surgery.
14.	Inform patients of the relevant charges for private services, accept payment and issue receipts if required.
15.	Complete start and end of the day procedures including ensuring telephones are diverted as appropriate, updating room schedule and blackboard.
16.	Check and action emails daily.
17.	Check fridge daily for lab specimens and follow protocol.
<b>General</b>	
12.	Always observe and follow health and safety guidelines.
13.	Participate in training, as required, for skill development and as part of own identified PDP.
14.	Demonstrate a sound understanding of information governance and apply this to work situation.
15.	Any other reasonable duties that may be required.

**Flexibility Statement**

The content of this job description represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. The job description is therefore intended to be flexible and subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

**Confidentiality**

All members of the practice are required to maintain the confidentiality of members of the public and members of staff in accordance with practice policies.

May 2023